

Section 4

Maintenance & Repair Performance

(MR)

Function		<u>Number of Sub-metrics</u>
MR-1	Response Time OSS Maintenance Interface	6
MR-2	Trouble Report Rate	5
MR-3	Missed Repair Appointments	5
MR-4	Trouble Duration Intervals	10
MR-5	Repeat Trouble Reports	1

Function:		
MR-1 Response Time OSS Maintenance Interface		
Definition:		
This metric measures the response time defined as the time, in seconds, that elapses from issuance of a query request to receipt of a response by the requesting carrier. For CLECs this performance is measured at the access platform.		
Verizon uses two databases to collect maintenance performance data. Coding specified in this section is largely POTS services. Special Services and Trunks coding descriptions are included in the Appendix A.		
Exclusions:		
<ul style="list-style-type: none"> CLEC Create Transactions – complex create trouble transactions not available to retail. 		
Methodology:		
8:00AM to 5:00PM. (earlier version Monday through Friday now expanded to seven (7) days, no holiday exclusions)		
For VZ retail representatives: Retail performance is reported directly from Caseworker.		
For CLEC representatives: Actual response times reported by RETAS. For Create Trouble includes basic create function.		
Performance Standard:		
Parity with Retail plus not more than four (4) seconds. Four (4)-second difference allows for variations in functionality.		
Report Dimensions		
Company:		Geography:
<ul style="list-style-type: none"> VZ Retail CLEC Aggregate 		<ul style="list-style-type: none"> Pennsylvania
Products	<ul style="list-style-type: none"> Retail 	<ul style="list-style-type: none"> CLEC
Sub-Metrics		
MR-1-01	Average Response Time – Create Trouble	
Calculation	Numerator	Denominator
	Sum of all response times from <i>Enter</i> key to reply on screen for Create Trouble transactions.	Number of Create Trouble transactions.

Sub-Metrics (continued) MR-1 Response Time OSS Maintenance Interface		
MR-1-02	Average Response Time – Status Trouble	
Calculation	Numerator	Denominator
	Sum of all response times from <i>Enter</i> key to reply on screen for Status Trouble transactions.	Number of Status Trouble transactions.
MR-1-03	Average Response Time – Modify Trouble	
Calculation	Numerator	Denominator
	Sum of all response times from <i>Enter</i> key to reply on screen for Modify Trouble transactions	Number of Modify Trouble transactions.
MR-1-04	Average Response Time – Request Cancellation of Trouble	
Calculation	Numerator	Denominator
	Sum of all response times from <i>Enter</i> key to reply on screen for Request for Cancellation of Trouble transactions.	Number of Request for Cancellation of Trouble transactions.
MR-1-05	Average Response Time –Trouble Report History (by TN/Circuit)	
Calculation	Numerator	Denominator
	Sum of all response times from <i>Enter</i> key to reply on screen for Trouble Report History transactions.	Number of Trouble History transactions.
MR-1-06	Average Response Time – Test Trouble (POTS Only)	
Calculation	Numerator	Denominator
	Sum of all response times from <i>Enter</i> key to reply on screen for Trouble Test transactions.	Number of Trouble Test transactions.

Function:				
MR-2 Trouble Report Rate				
Definition:				
This metric measures the total initial customer direct or referred troubles reported, where the trouble disposition was found to be in the network, per 100 lines/circuits/trunks in service. Loop equals Drop Wire plus Outside Plant Loop. Network Trouble means a trouble with a Disposition Codes of 03 (Drop-wire), 04 (Outside Plant Loop), or 05 (Central Office).				
UNE Loop is defined as 2-wire analog loop.				
Subsequent Reports: Additional customer trouble calls while an existing trouble report is pending – typically for status or to change or update information.				
The Disposition Codes set forth in the CLEC Handbook, Section 8.8 are included in Appendix G.				
Exclusions:				
<ul style="list-style-type: none">• Report rate excludes subsequent reports (additional customer calls while the trouble is pending)• Troubles reported on VZ official (administrative lines)• Troubles closed due to customer action.• Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble				
Excluded from Total and Loop/CO report rates:				
<ul style="list-style-type: none">• Customer Premises Equipment (CPE) troubles• Troubles reported but not found (Found OK and Test OK).				
Excluded from MR-2-02 and MR-2-03 for 2 wire xDSL Loops and Line sharing: Installation troubles				
Performance Standard:				
Report Rate:				
Parity with VZ Retail.				
Trunk Retail Equivalent = IXC FGD. Parity should be assessed in conjunction with MTTR				
% Subsequent Reports:				
Parity to be assessed in conjunction with missed appointments.				
% CPE/TOK/FOK Reports: (Customer Premises Equipment, Test OK, Found OK)				
To be used for root cause analysis. For CLEC troubles a not found trouble is coded as CPE.				
Report Dimensions				
Company:		Geography:		
<ul style="list-style-type: none">• VZ Retail• CLEC Aggregate• CLEC Specific		<ul style="list-style-type: none">• POTS and Complex: Philadelphia, Eastern-South, Eastern-North, Central, Western and South-State• Specials & Trunks: Pennsylvania State		
Sub-Metrics				
MR-2-01		Network Trouble Report Rate		
Products		Retail:	Resale:	UNE:
		<ul style="list-style-type: none">• Specials• IXC FGD Trunks	<ul style="list-style-type: none">• Specials	<ul style="list-style-type: none">• Specials
		Trunks:		
		<ul style="list-style-type: none">• CLEC Trunks		
Calculation		Numerator		Denominator
POTS:		Number of all trouble reports with found network troubles (trbl_cd is FAC or CO).		Number of Lines or specials or trunks in service.

Sub-Metrics – MR-2 Network Trouble Report Rate (continued)			
MR-2-02	Network Trouble Report Rate – Loop		
Products	Retail/ VADl: <ul style="list-style-type: none"> • POTS • 2 wire Digital Services (ISDN) • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing 	Resale: <ul style="list-style-type: none"> • POTS • 2 wire Digital Services (ISDN) 	UNE: <ul style="list-style-type: none"> • Platform • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing
Calculation	Numerator		Denominator
	Number of all loop trouble reports (Disposition Codes of 03 and 04).		Number of Lines in service.
MR-2-03	Network Trouble Report Rate – Central Office		
Products	Retail/ VADl: <ul style="list-style-type: none"> • POTS • 2 Wire Digital Services (ISDN) • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing 	Resale: <ul style="list-style-type: none"> • POTS • 2 wire Digital services (ISDN) 	UNE: <ul style="list-style-type: none"> • Platform • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing
Calculation	Numerator		Denominator
	Number of all Central Office trouble reports (Disposition Code of 05).		Number of Lines in service.
MR-2-04	% Subsequent Reports		
Description	Subsequent Reports: Additional customer trouble calls received while an existing trouble report is pending. Subsequents are typically status inquiries or customer's calling to change information.		
Products	Retail/ VADl: <ul style="list-style-type: none"> • POTS • 2 Wire Digital Services (ISDN) • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing 	Resale: <ul style="list-style-type: none"> • POTS • 2 Wire Digital Services (ISDN) 	UNE: <ul style="list-style-type: none"> • Platform • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing
Calculation	Numerator		Denominator
	Number of subsequent reports (Field and administrative repeaters for Disposition Codes, 03, 04 and 05).		Number of Total Disposition Codes 03, 04, and 05 troubles reported (Per MR-2-01).

Sub-Metrics – MR-2 Network Trouble Report Rate (continued)			
MR-2-05	% CPE/TOK/FOK Trouble Report Rate		
Description	Troubles closed to CPE, Found OK and Test OK as a percent of lines in service.		
Products	Retail/VADl: <ul style="list-style-type: none"> • POTS • 2 Wire Digital Services (ISDN) • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • Specials 	Resale: <ul style="list-style-type: none"> • POTS • 2 Wire Digital Services (ISDN)Specials 	UNE: <ul style="list-style-type: none"> • Platform • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • Specials
Calculation	Numerator		Denominator
	Number of all CPE (Disposition Codes 12/13), Test OK, and Found OK troubles (Disposition Codes 07, 08, and 09).		Number of lines in service.

Function:					
MR-3 Missed Repair Appointments					
Definition:					
This metric measures the percent of reported Network Troubles not repaired and cleared by the date and time committed. Also referred to as percent of customer troubles not resolved within estimate. Appointment intervals vary with force availability in the POTS environment. Includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office). Loop is defined as Disposition Codes 03 plus 04. These troubles are always dispatched.					
Double Dispatch: A trouble that has more than one dispatch before closure. May include more than one outside dispatch or dispatches inside and outside.					
Exclusions:					
<ul style="list-style-type: none">Missed appointments where the CLEC or end-user causes the missed appointment or required access was not available during appointment intervalExcludes subsequent reports (additional customer calls while the trouble is pending)*Customer Premises Equipment (CPE) troubles*Troubles reported but not found (Found OK (FOK) and Test OK (TOK)).Troubles closed due to customer action.Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer reported a trouble.					
Note: The following <i>No Access Rule</i> applies to MR-3 <i>Missed Repair Appointments</i> sub-metrics: Exclude records where Verizon dispatches a technician prior to the appointment date, and encounters a <i>No Access</i> situation.					
* The CPE and FOK/TOK exclusions do not apply to sub-metric MR-3-03.					
Performance Standard:					
MR-3-01 and MR-3-02 – Parity with VZ Retail. UNE Loop measurement is compared to Retail Business and Residence combined.					
Report Dimensions					
Company: <ul style="list-style-type: none">VZ RetailCLEC AggregateCLEC Specific	Geography: <ul style="list-style-type: none">POTS and Complex: Philadelphia, Eastern-South, Eastern-North, Central, Western and South-State				
Sub-Metrics					
MR-3-01	% Missed Repair Appointment – Loop				
Products	<table><tr><td>Retail/ VADl:<ul style="list-style-type: none">POTS -BusinessPOTS - Residence2 Wire Digital Services (ISDN)2-Wire xDSL Loops2-Wire xDSL Line Sharing</td><td>Resale:<ul style="list-style-type: none">POTS - BusinessPOTS – Residence2 Wire Digital Services (ISDN)</td><td>UNE:<ul style="list-style-type: none">Platform BusinessPlatform ResidenceLoop2-Wire Digital Services2-Wire xDSL Loops2-Wire xDSL Line Sharing</td></tr></table>	Retail/ VADl: <ul style="list-style-type: none">POTS -BusinessPOTS - Residence2 Wire Digital Services (ISDN)2-Wire xDSL Loops2-Wire xDSL Line Sharing	Resale: <ul style="list-style-type: none">POTS - BusinessPOTS – Residence2 Wire Digital Services (ISDN)	UNE: <ul style="list-style-type: none">Platform BusinessPlatform ResidenceLoop2-Wire Digital Services2-Wire xDSL Loops2-Wire xDSL Line Sharing	
Retail/ VADl: <ul style="list-style-type: none">POTS -BusinessPOTS - Residence2 Wire Digital Services (ISDN)2-Wire xDSL Loops2-Wire xDSL Line Sharing	Resale: <ul style="list-style-type: none">POTS - BusinessPOTS – Residence2 Wire Digital Services (ISDN)	UNE: <ul style="list-style-type: none">Platform BusinessPlatform ResidenceLoop2-Wire Digital Services2-Wire xDSL Loops2-Wire xDSL Line Sharing			
Calculation	<table><tr><td>Numerator</td><td>Denominator</td></tr><tr><td>Number of Loop troubles where clear time is greater than commitment time (missed appointments for (M=X) for Disposition Codes 0300-0499).</td><td>Number of Loop troubles (Disposition Codes 03 and 04).</td></tr></table>	Numerator	Denominator	Number of Loop troubles where clear time is greater than commitment time (missed appointments for (M=X) for Disposition Codes 0300-0499).	Number of Loop troubles (Disposition Codes 03 and 04).
Numerator	Denominator				
Number of Loop troubles where clear time is greater than commitment time (missed appointments for (M=X) for Disposition Codes 0300-0499).	Number of Loop troubles (Disposition Codes 03 and 04).				

Sub-Metrics – Missed Repair Appointment (Continued)			
MR-3-02	% Missed Repair Appointment – Central Office		
Products	Retail/VADl: <ul style="list-style-type: none">• POTS - Business• POTS- Residence• 2 Wire Digital Services (ISDN)• 2-Wire xDSL Loops• 2-Wire xDSL Line Sharing	Resale: <ul style="list-style-type: none">• POTS- Business• POTS- Residence• 2 Wire Digital Services (ISDN)	UNE: <ul style="list-style-type: none">• Platform Business• Platform Residence• Loop• 2-Wire Digital Services• 2-Wire xDSL Loops• 2-Wire xDSL Line Sharing
Calculation	Numerator		Denominator
	Number of Central Office troubles where clear time is greater than commitment time (missed appointments (M=X) for Disposition Code 05).		Number of Central Office Troubles (Disposition Code 05).
MR-3-03	% CPE/TOK/FOK – Missed Appointment		
Products	Retail/ VADl: <ul style="list-style-type: none">• POTS• 2 Wire Digital Services (ISDN)• 2-Wire xDSL Loops• 2-Wire xDSL Line Sharing	Resale: <ul style="list-style-type: none">• POTS• 2 Wire Digital Services (ISDN)	UNE: <ul style="list-style-type: none">• Platform• Loop• 2-Wire Digital Services• 2-Wire xDSL Loops• 2-Wire xDSL Line Sharing
Calculation	Numerator		Denominator
	Number of CPE, FOK and TOK troubles where clear time is greater than appointment time for (M=X) Disposition Codes (07, 08, 09, 12, and 13).		Number of CPE, FOK and TOK troubles (Disposition Codes 07,08, 09, 12, and 13).
MR-3-04	% Missed Repair Appointment – No Double Dispatch		
Products	Retail/ VADl: <ul style="list-style-type: none">• POTS• 2 Wire Digital Services (ISDN)• 2-Wire xDSL Loops• 2-Wire xDSL Line Sharing	Resale: <ul style="list-style-type: none">• POTS• 2 Wire Digital Services (ISDN)	UNE: <ul style="list-style-type: none">• POTS – Platform• POTS – Loop• 2-Wire Digital Services• 2-Wire xDSL Loops• 2-Wire xDSL Line Sharing
Calculation	Numerator		Denominator
	Number of network troubles where clear time is greater than commitment time (missed appointments for (M=X) for Disposition Codes 0300-0599) for troubles with a single dispatch.		Number of network troubles (Disposition Codes 03, 04, and 05) for troubles with a single dispatch.

Sub-Metrics – Missed Repair Appointment (Continued)			
MR-3-05	% Missed Repair Appointment –Double Dispatch ²⁸		
Products	Retail/VADl: <ul style="list-style-type: none"> • POTS • 2 Wire Digital Services (ISDN) • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing 	Resale: <ul style="list-style-type: none"> • POTS • 2 Wire Digital Services (ISDN) 	UNE: <ul style="list-style-type: none"> • Platform • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing
Calculation	Numerator	Denominator	
	Number of network troubles where clear time is greater than commitment time (missed appointments for (M=X) for Disposition Codes 0300-0599) for troubles with multiple dispatches. Retail is measured by individual dispatches on a single trouble. UNE is based on double dispatch identifier.	Number of network troubles (Disposition Codes 03, 04, and 05) for troubles with multiple dispatches. Retail is measured by individual dispatches on a single trouble. UNE is based on double dispatch identifier.	

²⁸ When Verizon Pennsylvania opens a second trouble report, after an incorrect dispatch by a CLEC, Verizon Pennsylvania will notify the CLEC by telephone of the second trouble ticket.

Function:	
MR-4 Trouble Duration Intervals	
Definition:	
<p>This metric measures the trouble duration intervals. Mean Time to Repair: (MTTR) For Network Trouble reports, the average duration time from trouble receipt to trouble clearance. Includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office).</p> <p>For POTS and Complex type services this is measured on a <i>running clock</i> basis. Run clock includes weekends and holidays.</p> <p>For Special Services type services and Interconnection trunks, this is measured on a <i>stop clock</i> basis (e.g., the clock is stopped when CLEC testing is occurring, VZ is awaiting carrier acceptance, or VZ is denied access).</p> <p>Out of Service Intervals: The percent of Network Troubles that indicate an Out-Of-Service (OOS) condition which was repaired and cleared more than "y" hours after receipt of trouble report. OOS means that there is no dial tone, the customer cannot call out, or the customer cannot be called. The OOS period commences when the trouble is entered into VZ's designated trouble-reporting interface either directly by the CLEC or by a VZ representative upon notification. OOS intervals includes weekends and holidays. Includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office). Note: "y" equals hours OOS (2, 4, 12 or 24 hours).</p> <p>For Special Services: An OOS condition is defined as follows: Troubles where, in the initial contact with the customer, it is determined that the circuit is completely OOS and not just an intermittent problem (osi = 'y'), and the trouble completion code indicated that a trouble was found within the Verizon network (trbl_cd is "FAC" or "CO").</p> <p>Double Dispatch: A trouble that has more than one dispatch before closure. May include more than one outside dispatch or dispatches inside and outside.</p>	
Exclusions:	
<ul style="list-style-type: none"> • Subsequent reports (additional customer calls while the trouble is pending) • Customer Premises Equipment (CPE) troubles • Troubles reported but not found (Found OK and Test OK). • Troubles closed due to customer action. • Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer reported a trouble. 	
Performance Standard:	
Parity with VZ Retail. UNE Loop measurement will be compared to Retail Business and Residence combined.	
Report Dimensions	
Company: <ul style="list-style-type: none"> • VZ Retail • CLEC Aggregate • CLEC Specific 	Geography: <ul style="list-style-type: none"> • POTS and Complex: Philadelphia, Eastern-South, Eastern-North, Central, Western and South-State • Specials & Trunks: Pennsylvania State

Sub-Metrics – Trouble Duration Intervals				
MR-4-01	Mean Time To Repair – Total			
Products	Retail/VADI: <ul style="list-style-type: none">• POTS• 2 Wire Digital Services (ISDN)• Specials• IXC FGD Trunks	Resale: <ul style="list-style-type: none">• POTS• 2 Wire Digital Services (ISDN)• Specials	UNE: <ul style="list-style-type: none">• Platform• Loop• 2-Wire Digital Services• Specials	Trunks: <ul style="list-style-type: none">• CLEC Trunks
Calculation	Numerator		Denominator	
	Sum of trouble clear date and time minus trouble receipt date and time for Central Office and Loop troubles (Disposition Codes 03, 04 and 05 (Specials – excludes stop time)).		Number of Central Office and Loop troubles (Disposition Codes 03, 04 and 05).	
MR-4-02	Mean Time To Repair – Loop Trouble			
Products	Retail/VADI: <ul style="list-style-type: none">• POTS- Business• POTS - Residence• 2 Wire Digital Services (ISDN)• 2-Wire xDSL Loops• 2-Wire xDSL Line Sharing	Resale: <ul style="list-style-type: none">• POTS- Business• POTS- Residence• 2 Wire Digital Services (ISDN)	UNE: <ul style="list-style-type: none">• Platform Business• Platform Residence• Loop• 2-Wire Digital Services• 2-Wire xDSL Loops• 2-Wire xDSL Line Sharing	
Calculation	Numerator		Denominator	
	Sum of the trouble clear date and time minus the trouble receipt date and time for Loop troubles (Disposition Codes 03 and 04).		Number of Loop troubles (Disposition Codes 03 and 04).	
MR-4-03	Mean Time To Repair – Central Office Trouble			
Products	Retail/VADI: <ul style="list-style-type: none">• POTS- Business• POTS- Residence• 2 Wire Digital Services (ISDN)• 2-Wire xDSL Loops• 2-Wire xDSL Line Sharing	Resale: <ul style="list-style-type: none">• POTS- Business• POTS- Residence• 2 Wire Digital Services (ISDN)	UNE: <ul style="list-style-type: none">• POTS – Platform Business• POTS – Platform Residence• POTS - Loop• 2-Wire Digital Services• 2-Wire xDSL Loops• 2-Wire xDSL Line Sharing	
Calculation	Numerator		Denominator	
	Sum of trouble clear date and time minus trouble receipt date and time for Central Office troubles (Disposition Code 05).		Number of Total Central Office troubles (Disposition Codes 05).	

Sub-Metrics MR-4 Trouble Duration Intervals (continued)				
MR-4-04	% Cleared (all troubles) within 24 Hours			
Products	Retail/VADI: <ul style="list-style-type: none">• POTS• 2 Wire Digital Services (ISDN)• 2-Wire xDSL Loops• 2-Wire xDSL Line Sharing• Specials• IXC FGD Trunks	Resale: <ul style="list-style-type: none">• POTS• 2 Wire Digital Services (ISDN)• Specials	UNE: <ul style="list-style-type: none">• Platform• Loop• 2-Wire Digital Services• 2-Wire xDSL Loops• 2-Wire xDSL Line Sharing• Specials	Trunks: <ul style="list-style-type: none">• CLEC Trunks
Calculation	Numerator		Denominator	
	Number of troubles, where the trouble clear date and time minus trouble receipt date and time is less than or equal to 24 hours.		Number of Central Office and Loop troubles (Disposition Codes 03, 04 and 05).	
MR-4-05	% Out of Service > 2 Hours			
Products	Retail: <ul style="list-style-type: none">• IXC FGD Trunks		Trunks: <ul style="list-style-type: none">• CLEC Trunks	
Calculation	Numerator		Denominator	
	Number of trunk troubles OOS, where the trouble clear date and time minus the trouble receipt date and time is greater than two (2) hours.		Number of Total OOS trunk troubles (Loop and Central Office).	
MR-4-06	% Out of Service > 4 Hours			
Products	Retail: <ul style="list-style-type: none">• POTS• Specials• IXC FGD Trunks	Resale: <ul style="list-style-type: none">• POTS• Specials	UNE: <ul style="list-style-type: none">• Platform• Specials	Trunks: <ul style="list-style-type: none">• CLEC Trunks
Calculation	Numerator		Denominator	
	Number of troubles OOS, where the trouble clear date and time minus trouble receipt date and time is greater than four (4) hours.		Number of OOS troubles (Loop and Central Office).	
MR-4-07	% Out of Service > 12 Hours			
Products	Retail/VADI: <ul style="list-style-type: none">• POTS• 2 Wire Digital Services (ISDN)• 2-Wire xDSL Loops• 2-Wire xDSL Line Sharing• IXC FGD Trunks	Resale: <ul style="list-style-type: none">• POTS• 2 Wire Digital Services (ISDN)	UNE: <ul style="list-style-type: none">• Platform• Loop• 2-Wire Digital Services• 2-Wire xDSL Loops• 2-Wire xDSL Line Sharing	Trunks: <ul style="list-style-type: none">• CLEC Trunks
Calculation	Numerator		Denominator	
	Number of troubles OOS, where the trouble clear date and time minus trouble receipt date and time is greater than 12 hours.		Number of OOS troubles (Loop and Central Office).	

Sub-Metrics MR-4 Trouble Duration Intervals (continued)				
MR-4-08	% Out of Service > 24 Hours			
Products	Retail/VADI: <ul style="list-style-type: none">• POTS-Business• POTS-Residence• 2 Wire Digital Services (ISDN)• 2-Wire xDSL Loops• 2-Wire xDSL Line Sharing• Specials• IXC FGD Trunks	Resale: <ul style="list-style-type: none">• POTS-Business• POTS-Residence• 2 Wire Digital Services (ISDN)• Specials	UNE: <ul style="list-style-type: none">• Platform Business• Platform Residence• Loop• 2-Wire Digital Services• 2-Wire xDSL Loops• 2-Wire xDSL Line Sharing• Specials	Trunks: <ul style="list-style-type: none">• CLEC Trunks
Calculation	Numerator		Denominator	
	Number of troubles OOS, where the trouble clear date and time minus trouble receipt date and time is greater than 24 hours.		Number of OOS troubles (Loop and Central Office).	
MR-4-09	Mean Time To Repair – No Double Dispatch			
Products	Retail/VADI: <ul style="list-style-type: none">• POTS• 2 Wire Digital Services (ISDN)• 2-Wire xDSL Loops• 2-Wire xDSL Line Sharing		UNE: <ul style="list-style-type: none">• Loop• 2-Wire Digital Services• 2-Wire xDSL Loops• 2-Wire xDSL Line Sharing	
Calculation	Numerator		Denominator	
	Sum of Trouble clear date and time minus trouble receipt date and time for Central Office and Loop troubles (Disposition Codes 03, 04 and 05) for troubles with a single dispatch.		Number of Central Office and Loop troubles (Disposition Codes 03, 04 and 05) for troubles with a single dispatch.	
MR-4-10	Mean Time To Repair –Double Dispatch			
Products	Retail/VADI: <ul style="list-style-type: none">• POTS• 2 Wire Digital Services (ISDN)• 2-Wire xDSL Loops• 2-Wire xDSL Line Sharing		UNE: <ul style="list-style-type: none">• Loop• 2-Wire Digital Services• 2-Wire xDSL Loops• 2-Wire xDSL Line Sharing	
Calculation	Numerator		Denominator	
	Sum of Trouble clear date and time minus trouble receipt date and time for Central Office and Loop troubles (Disposition Codes 03, 04 and 05) for troubles with multiple dispatches. Retail is measured by the number of individual dispatches on a single trouble. UNE is based on double dispatch identifier.		Number of Central Office and Loop troubles (Disposition Codes 03, 04 and 05) for troubles with multiple dispatches. Retail is measured by the number of individual dispatches on a single trouble. UNE is based on double dispatch identifier.	

Function:				
MR-5 Repeat Trouble Reports				
Definition:				
This metric measures the percent of troubles cleared that have an additional trouble reported/cleared within 30 days for which a network trouble (Disposition Codes 03, 04, or 05) is found. A repeat trouble report is defined as a trouble on the same line/circuit/trunk as a previous trouble report that occurred within the last 30 calendar days of the previous trouble. Any trouble, regardless of the original Disposition Code, that repeat as a Disposition Code 03, 04, or 05 will be classified as a repeat report. The identification of a repeat report and the scoring (number of days since original report) is based on the Close Date of the original report (often referred to as the "OR") to the Close Date of the repeater.				
Exclusions:				
A report is not scored as a repeat when the original reports are:				
<ul style="list-style-type: none">• Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble• Excluded from the repeat reports are:subsequent reports (additional customer calls while the trouble is pending)• Customer Premises Equipment (CPE) troubles• Troubles reported but not found upon dispatch (Found OK and Test OK).• Troubles closed due to customer action.• Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer reported a trouble.				
Performance Standard:				
Parity with VZ Retail.				
Report Dimensions				
Company: <ul style="list-style-type: none">• VZ Retail• CLEC Aggregate• CLEC Specific		Geography: <ul style="list-style-type: none">• POTS and Complex: Philadelphia, Eastern-South, Eastern-North, Central, Western and South-State• Specials & Trunks: Pennsylvania State		
Sub-Metrics				
MR-5-01	% Repeat Reports within 30 Days			
Products	Retail/VADl: <ul style="list-style-type: none">• POTS• 2 Wire Digital Services (ISDN)• 2-Wire xDSL Loops• 2-Wire xDSL Line Sharing• Specials• IXC FGD Trunks	Resale: <ul style="list-style-type: none">• POTS• 2 Wire Digital Services (ISDN)• Specials	UNE: <ul style="list-style-type: none">• Platform• Loop• 2-Wire Digital Services• 2-Wire xDSL Loops• 2-Wire xDSL Line Sharing• Specials	Trunks: <ul style="list-style-type: none">• CLEC Trunks
Calculation	Numerator		Denominator	
	Number of Central Office and Loop troubles that had previous troubles within the last 30 days. (Disposition Codes 03, 04, and 05, that repeated from Disposition Codes < 14). (Repeat Flag is set)		Total Central Office and Loop Found troubles (Disposition Codes 03, 04 and 05) within the calendar month.	

Section 5

Network Performance

(NP)

Function		Number of Sub-metrics
NP-1	Percent Final Trunk Group Blockage	4
NP-2	Collocation Performance	8
NP-3	Switching Performance	0
NP-4	Notification of Network Outage	0

Network Performance (NP)

Function:

NP-1 Percent Final Trunk Group Blockage

Definition:

The percent of Final Trunk Groups that exceed blocking design threshold. Monthly trunk blockage studies are based on a time consistent busy hour. The percentage of VZ trunk groups exceeding the applicable blocking design threshold will be reported. Data collected in a single study period to monitor trunk group performance is a sample and is subject to statistical variation based upon the number of trunks in the group and the number of valid measurements. With this variation, for any properly engineered trunk group, the measured blocking for a trunk group for a single study may exceed the design-blocking threshold. [Tables specify the blocking threshold (Service Threshold) under which Verizon operates, above which it is statistically probable that the design blocking standard is not being met and the trunk group requires servicing action. For B.005 design, this is trunk-groups exceeding a threshold of about 2% blocking.]

For this measure, VZ Retail Trunks are defined as Common Final Trunks carrying Local Traffic between offices. Typical common final trunks are between end-offices and access tandems.

CLEC Trunks are dedicated final trunks carrying traffic from the VZ access tandem to the CLEC.

Exclusions:

Trunks not included:

- IXC Dedicated Trunks
- Common Trunks carrying only IXC traffic

VZ will electronically notify CLECs (operational trunk staffs), of the following situations for blocked trunks. This notification will identify that VZ has identified a blocked trunk group and that the trunk group should be excluded from VZ performance. Unless the CLEC responds back with documentation that the information on the condition is inaccurate, the trunk group will be excluded:

- Trunks blocked due to CLEC network failure
- Trunks that actually overflow to a final trunk, but are not designated as an overflow trunk
- Trunks blocked where CLEC order for augmentation is overdue
- Trunks blocked where CLEC has not responded to or has denied VZ request for augmentation
- Trunks blocked due to other CLEC trunk network rearrangements.

Performance Standard:

Because common trunks carry both retail and CLEC traffic, there will be parity with Retail on common trunks.

For individual trunk groups carrying traffic between VZ and CLECs, VZ will provide an explanation (and action plan if necessary) on individual trunks blocking for two months consecutively. An individual trunk should not be blocked for three consecutive months.

End User Standard:

602.1(m) Final Trunk Group - The last choice group of common interoffice communications channels for the routing of local, operator and/or toll calls.

603.3(g) Percent Final Trunk Group Blockages. This metric is defined as the monthly percentage of blocked calls on any local, toll, and local operator final trunk groups and has a performance threshold of 3.0% or less for each final trunk group.

603.4(d)(3) For Percent Final Trunk Group Blockages, a Service Inquiry Report shall automatically be filed whenever performance is not at or better than 3.0 percent for three consecutive months.

Report Dimensions – NP-1 Percent Final Trunk Group Blockage		
Company:		Geography:
<ul style="list-style-type: none"> • VZ Retail • CLEC Aggregate • CLEC Specific 		<ul style="list-style-type: none"> • Pennsylvania
Products	Retail:	Trunks:
	<ul style="list-style-type: none"> • VZ Common Final (Local) Trunks 	<ul style="list-style-type: none"> • CLEC Trunks
Sub-Metrics		
NP-1-01	% Final Trunk Groups Exceeding Blocking Standard	
Calculation	Numerator	Denominator
	Number of Final Trunk Groups that exceed blocking threshold for one (1) month exclusive of trunks that block due to CLEC network problems as agreed by CLECs.	Total number of final trunk groups.
NP-1-02	% Final Trunk Groups Exceeding Blocking Standard (No Exceptions)	
Calculation	Numerator	Denominator
	Number of Final Trunk Groups that exceed blocking threshold.	Total number of final trunk groups.
NP-1-03	Number Final Trunk Groups Exceeding Blocking Standard – Two (2) Months	
Calculation	Numerator	Denominator
	Number of Final Trunk Groups that exceed blocking threshold, for two (2) consecutive months, exclusive of trunks that block due to CLEC network problems as agreed by CLECs.	Not applicable.
NP-1-04	Number Final Trunk Groups Exceeding Blocking Standard – Three (3) Months	
Calculation	Numerator	Denominator
	Number of Final Trunk Groups that exceed blocking threshold, for three (3) consecutive months, exclusive of trunks that block due to CLEC network problems as agreed by CLECs.	Not applicable.

Function:		
NP-2 Collocation Performance		
Definition:		
Interval: The average number of business days between order application date and completion or between order application date and response (notification of space availability) date. The application date is the date that a valid service request is received.		
Refer to the web-site contained in Appendix L, Product Interval Summary, for specific collocation intervals.		
Completions: VZ will not be deemed to have completed work on a collocation case until the cage is suitable for use by the CLEC, and the cable assignment information necessary to use the facility has been provided to the CLEC.		
Exclusions:		
<ul style="list-style-type: none">• None		
Formula:		
Interval: Σ (Committed DD) minus the Application Date) divided by the Number of Cages.		
% On Time: Number of Cages completed on DD (adjusted for milestone misses) divided by Number of Cages completed multiplied by 100.		
Delay Days: Σ (Actual Completion Date minus the Committed DD (adjusted for milestone misses)) divided by the Number of Cages where DD is missed.		
Performance Standard:		
Refer to the web-site listed in Appendix L, Product Interval Summary for specific collocation intervals.		
Physical:		
95% On Time		
Virtual:		
95% On Time		
Report Dimensions		
Company:		Geography:
<ul style="list-style-type: none">• CLEC Aggregate• CLEC Specific		<ul style="list-style-type: none">• Pennsylvania
Products	<ul style="list-style-type: none">• New Applications• Augment Applications	
Sub-Metrics		
NP-2-01	% On Time Response to Request for Physical Collocation	
Calculation	Numerator	Denominator
	Number of requests for Physical Collocation cages where response to request is answered on time.	Number of requests for Physical Collocation received in period.
NP-2-02	% On Time Response to Request for Virtual Collocation	
Calculation	Numerator	Denominator
	Number of requests for Virtual Collocation arrangements where response to request is answered on time.	Number of requests for Virtual Collocation received in period.

Sub-Metrics NP-2 Collocation Performance (continued)		
NP-2-03	Average Interval – Physical Collocation	
Calculation	Numerator	Denominator
	Sum of duration from application date to completion date for Physical Collocation cages completed during report period. (Excludes time for CLEC milestone misses).	Number of Physical Collocation cages completed.
NP-2-04	Average Interval – Virtual Collocation	
Calculation	Numerator	Denominator
	Sum of duration from application date to completion date for Virtual Collocation arrangements completed during report period. (Excludes time for CLEC milestone misses).	Number of Virtual Collocation arrangements completed.
NP-2-05	% On Time – Physical Collocation	
Calculation	Numerator	Denominator
	Number of Physical Collocation arrangements completed on or before DD (including DD extensions resulting from CLEC milestone misses).	Number of Physical Collocation cages completed.
NP-2-06	% On Time – Virtual Collocation	
Calculation	Numerator	Denominator
	Number of Virtual Collocation arrangements completed on or before DD (including DD extensions resulting from CLEC milestone misses).	Number of Virtual Collocation arrangements completed.
NP-2-07	Average Delay Days – Physical Collocation	
Calculation	Numerator	Denominator
	Sum of duration between actual Physical Collocation cage due completion date and DD for missed Physical Collocation cages (including DD extensions resulting from CLEC milestone misses).	Number of missed Physical Collocation cages.
NP-2-08	Average Delay Days – Virtual Collocation	
Calculation	Numerator	Denominator
	Sum of duration between actual Virtual Collocation arrangement due completion date and DD for missed Virtual Collocation cages (including DD extensions resulting from CLEC milestone misses).	Number of missed Virtual Collocation arrangements.

Function:	
NP-3 Switching Performance	
Performance Standard:	
Parity with Retail - by design of switch	
Metrics Not Reported:	
Reported to Pennsylvania PUC in Aggregate (Retail/Wholesale):	Reported to Pennsylvania PUC
Switching Performance - PSC Standards <ul style="list-style-type: none"> Percent Blockages & Failures Percent Incoming Matching Loss Percent Dial Tone Speed over three (3) Seconds 	0.0 - 1.0 (weak spot > 2.1) 0.0 - 2.1 (weak spot > 2.8) 0.0 - 1.5 (weak spot > 2.6)
Not Reported Switching Standards:	
<p><i>Switching Index Standards by Switch Type:</i></p> <p>The switching index takes a number of factors, weighs them, and calculates an overall score. The overall objective is 95.5 and up for each switch. Individual performances may fall below threshold, but not necessarily drop the index below. This is an overall indicator of switch performance.</p> <p>Thresholds are based on industry standard guidelines and vary with switch manufacturers. The performance is grouped into two categories machine access and machine switching. Machine access measurements are designed to reflect difficulties experienced by the customer in obtaining service from the switching equipment. Machine switching measurements are designed to reflect customers' call attempts (or incoming call attempts from another switch) that failed during call processing.</p> <p>NOTE: There are no longer any 1AESS switches in Pennsylvania, hence switching performance plan is removed.</p>	
Switching Performance – Index Plan – 5ESS	Threshold
a.) Machine Access <ul style="list-style-type: none"> Tone Decoder Overflow Tone Decoder Attached Delay Dial Tone Speed SS7 Link Unavailable 	1.00 0.10 33.34 0.27
b.) Machine Switching <ul style="list-style-type: none"> Facility Cutoff Calls Remote Module Stand Alone Time Initializations SM/RSM Interrupts (AM) Maintenance Usage Audits Equipment Outage <ul style="list-style-type: none"> Equal Access 	2.00 0.50 1.00 80.00 50.00 10.00 1.00 100.00
Switching Performance – Index Plan – DMS100	
a.) Machine Access <ul style="list-style-type: none"> Dial Tone Speed <ul style="list-style-type: none"> Receiver Queue SS7 Link Unavailable b.) Machine Switching <ul style="list-style-type: none"> Transmitter Time-outs Errors EA Wink Equal Access SS7 Errors Equipment Outage RLCM RSC Emergency Stand Alone 	33.34 0.00 0.27 16.00 50.00 100.00 10.00 1.00 5.00

Function:
NP-4 Notification of Network Outage
Performance Standard:
Parity with Retail – Same notification via e-mail distribution list
Metrics Not Reported:
Refer to the CLEC Handbook Series III, Section 8.3.7 for the Network Outage Notification processes.

Section 6
Billing Performance
(BI)

Function		<u>Number of Sub-metrics</u>
BI-1	Timeliness of Daily Usage Feed	4
BI-2	Timeliness of Carrier Bill	1
BI-3	Billing Accuracy	2

Billing Performance (BI)

Function:		
BI-1 Timeliness of Daily Usage Feed		
Definition:		
<p>The number of business days from the creation of the message to the date that the usage information is made available to the CLEC on the Daily Usage Feed (DUF). Measured in percentage of usage records transmitted within three (3), four (4), five (5), and eight (8) business days. One report covers both UNE and Resale. For CLECs requesting this service, usage records will be provided to CLECs each business day. The usage process starts with collection of usage information from the switch. Most offices have this information teleprocessed to the data center. Not all offices poll usage every business day. Weekend and holiday usage is captured on the next business day. Usage for all CLECs is collected at the same time as VZ's.</p>		
Note:		
<ul style="list-style-type: none"> Verizon Pennsylvania monitors the level of service order errors with the potential of delaying usage feeds; Verizon Pennsylvania monitors the timeliness of the usage feed to the process on a daily basis; and Verizon Pennsylvania offers its CLEC customers the option of receiving EMI usage feeds through the Network Data Mover (NDM) process to increase the timeliness of delivery. 		
Exclusions:		
None		
Formula:		
(Total usage records in "y" business days divided by the total records on file) multiplied by 100		
Note: y = 3, 4, 5 or 8		
Performance Standard:		
<p>Process is Designed at parity with Retail 95% in Four (4) Business Days</p>		
Report Dimensions		
Company: <ul style="list-style-type: none"> CLEC Aggregate CLEC Specific 		Geography: <ul style="list-style-type: none"> Pennsylvania
Sub-Metrics		
BI-1-01	% DUF in three (3) Business Days	
Calculation	Numerator	Denominator
	Number of usage records on daily usage feed tapes processed during month, where the difference between current date and call date is three (3) days or less.	Number of Usage Records on DUF tapes processed during month.
BI-1-02	% DUF in four (4) Business Days	
Calculation	Numerator	Denominator
	Number of usage records on daily usage feed tapes processed during month, where the difference between current date and call date is four (4) days or less.	Number of Usage Records on DUF tapes processed during month.

Sub-Metrics BI-1 Timeliness of DUF (continued)		
BI-1-03	% DUF in five (5) Business Days	
Calculation	Numerator	Denominator
	Number of usage records on daily usage feed tapes processed during month, where the difference between current date and call date is five (5) days or less.	Number of Usage Records on DUF tapes processed during month.
BI-1-04	% DUF in eight (8) Business Days	
Calculation	Numerator	Denominator
	Number of usage records on daily usage feed tapes processed during month, where the difference between current date and call date is eight (8) days or less.	Number of Usage Records on DUF tapes processed during month.

Function:		
BI-2 Timeliness of Carrier Bill		
Definition:		
The percent of carrier bills sent to the carrier, unless the CLEC requests special treatment, within 10 business days of the bill date. The bill date is the end of the billing period for recurring, non-recurring and usage charges.		
Exclusions:		
<ul style="list-style-type: none"> None 		
Formula:		
(Number of Bills sent within 10 business days divided by Number of Bills sent) multiplied by 100.		
Performance Standard:		
98% in 10 Business Days		
Report Dimensions		
Company:		Geography:
<ul style="list-style-type: none"> CLEC Aggregate 		<ul style="list-style-type: none"> Pennsylvania
Sub-Metrics		
BI-2-01	Timeliness of Carrier Bill	
Calculation	Numerator	Denominator
	Number of carrier bills sent to CLEC ²⁹ within 10 business days of bill date.	Number of Carrier Bills distributed.

²⁹ Sent to Carrier, unless other arrangements are made with CLEC

Function:		
BI – 3 Billing Accuracy		
Definition:		
The percent of carrier bill charges adjusted due to billing errors.		
Exclusions:		
<ul style="list-style-type: none"> Adjustments that are not billing errors such as: charges for directories, incentive regulation credits, performance remedies, OOS credits, special promotional credits 		
Performance Standard:		
No Performance Standard yet developed.		
Report Dimensions		
Company:		Geography:
<ul style="list-style-type: none"> VZ Retail CLEC Aggregate 		<ul style="list-style-type: none"> Pennsylvania
Sub-Metrics		
BI-3-01	% Billing Adjustments – Dollars Adjusted	
Calculation	Numerator	Denominator
	Number of dollars adjusted for billing errors.	Total Dollars Billed.
BI-3-02	% Billing Adjustments – Number of Adjustments	
Calculation	Numerator	Denominator
	Number of adjustments for billing errors.	Total Bills.

Section 7

Operator Services & Directory Assistance

(OD)

	Function	<u>Number of Sub-metrics</u>
OD-1	Operator Services/Directory Assistance – Speed of Answer	2
OD-2	LIDB, Routing and OS/DA Platforms	0

Operator Services and Databases (OD)

Function:		
OD-1 Operator Services/Directory Assistance – Speed of Answer		
Performance Standard:		
Standard: Average Speed of Answer provided at parity with Verizon retail.		
Exclusions:		
<ul style="list-style-type: none">None		
Report Dimensions		
For metric OD-1-01 Operator Services – Speed of Answer	Geography: <ul style="list-style-type: none">Pennsylvania	
Company: <ul style="list-style-type: none">Pennsylvania Retail (and Resale)Pennsylvania CLEC (facility based and UNE-P)		
For metric OD-1-02 Directory Assistance – Speed of Answer		
<ul style="list-style-type: none">Pennsylvania Retail (and Resale)New England Operator Service Centers³⁹		
Sub-Metrics		
OD-1-01	Average Speed of Answer – Operator Services	
Calculation	Numerator	Denominator
	Sum of call answer time from the time the calls enter the queue for an operator to the time the calls are answered by an operator.	Number of Calls Answered.
OD-1-02	Average Speed of Answer – Directory Assistance	
Calculation	Numerator	Denominator
	Sum of call answer time from the time the calls enter the queue for an operator to the time the calls are answered by an operator.	Number of Calls Answered.

³⁹ If no PA CLEC traffic is handled by these centers, the data will not be reported.

Function:
OD-2 LIDB, Routing and OS/DA Platforms
Performance Standard:
LIDB: <ul style="list-style-type: none"> • LIDB reply rate to all query attempts: Bellcore produced standard • LIDB query time out: Bellcore produced standard • Unexpected data values in replies for all LIDB queries: 2% • Group troubles in all LIDB queries Delivery to OS Platform: 2% 800 Database: Bellcore produced standard AIN: Bellcore produced standard
Metrics Not Reported:
Verizon Pennsylvania does not have the capability to report this performance area.

Section 8
General and Miscellaneous Standards
(GE)

	Function	Number of Sub-metrics
GE-1	Directory Proofs	0
GE-2	Poles, Ducts, Conduit and Rights of Way	0

General (GE)

Function:
GE-1 Directory Proofs
Performance Standard:
VZ does not provide directory proofs to CLECs. VZ provides Listing Verifications Report 90 days before close out date and provides a Directory Listings view of Listings through the Web-GUI. All business rules are documented in the CLEC and Reseller Handbook.
Metrics Not Reported:
Verizon Pennsylvania does not have the capability to report this performance area.

Function:
GE-2 Poles, Ducts, Conduit and Rights of Way
Performance Standard:
Verizon Pennsylvania has specific performance guidelines contained in its pole attachment and conduit license agreements that are consistent with applicable Federal and State requirements. Verizon Pennsylvania will respond to requests for its engineering records information, and requests for access to its carrying plant in accordance with Verizon's specific performance guidelines.
Metrics Not Reported:
Verizon Pennsylvania does not have the capability to report this performance area.

Glossary

Application Date	The date that a valid order is received.
ASR	Access Service Request
VZ Administrative Orders	Orders completed by VZ for administrative purposes and NOT at the request of a CLEC or end user. These also include administrative orders for VZ official lines and LIDT (Left in Dial Tone). [SWO<>"NC", "NF"] [CLS<>TOV, or CLS_2<>TOV].
Basic Edits	Front-end edits performed by DCAS prior to order submission. Basic Edits performed against DCAS provided source data include the following validations: State Code must equal PA, CT, MA, ME, NH, VT, RI; CLEC Id can not be blank; All dates and times must be numeric; Order Type must be '1','2','3','4'; Svc Order Type must be '0', '1' '2'; Flowthru Candidate Ind and Flowthru Indicator must be 'Y' or 'N'; Lines Number must be numeric; Service Order Classification must be '0' or '1'; Confirmation Method must be 'E', 'M' 'W'; Each submission must have a unique key (PON + Ver + CLEC Id + State); Confirmation, Reject and Completion Transactions must have matching Submission record. Any changes to basic edits will be provided via VZ Change Control procedures.
BFR	Bona Fide Request Process (BFR): Refer to Appendix D for a summary of the BFR process.
Collocation Milestones	<p>Refer to the web-site listed in Appendix L, Product Interval Summary, for specific collocation intervals.</p> <p>In Physical Collocation, the CLEC and VZ control various interim milestones they must meet to meet the overall intervals. The interval clock will stop, and the final due date will be adjusted accordingly, for each milestone the CLEC misses (day for day).</p> <p>Prior to the CLEC beginning the installation of its equipment, the CLEC must sign the VZ work completion notice, indicating acceptance of the multiplexing node construction work and providing VZ with a security fee, if required, as set forth in Section 5.5.5. Payment is due within 30 days of bill date. The CLEC may not install any equipment of facilities in the multiplexing node(s) until after the receipt by VZ of the VZ work completion notice and any applicable security fee.</p> <p>In Virtual Collocation, VZ and the CLEC shall work cooperatively to jointly plan the implementation milestones. VZ and the CLEC shall work cooperatively in meeting those milestones and deliverables as determined during the joint planning process. A preliminary schedule will be developed outlining major milestones including anticipated delivery dates for the CLEC-provided transmission equipment and for training.</p>

Change Management Notices	Change Management Notices are notices sent to the CLECs to notify CLECs of scheduled interface-affecting changes.
Common Final Trunk Blockage:	Common final trunks carry traffic between VZ end offices and the VZ access tandem, including local traffic to VZ customers as well as CLEC customers. (In rare circumstances, it is possible to have a common final trunk group between two end offices.) The percentage of VZ common final trunk groups carrying local traffic, exceeding the applicable blocking design standard (either B.01 or B.005) will be reported. All CLEC trunks are engineered at the B.005 level. In all but the Washington Metropolitan area, local common trunks are engineered at the B.005 level. In the Washington Metropolitan area, common trunks are engineered at the B.01 level.
Common Trunks:	<p>High Usage Trunks carry two-way local traffic between two VZ end offices. High Usage Common Trunks are designed so that traffic will overflow to final trunk groups. Local trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all Verizon Pennsylvania geographies.</p> <p>Final Trunks: (All Verizon except Pennsylvania LATA) Final Trunks carry two-way local and long distance IXC traffic between an end office and an access tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour.</p> <p>Final Trunks – Local (PA LATA 132) Final Trunks carry local two-way traffic between an end office and an access tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour.</p> <p>Final Trunks – IXC (PA LATA 132 and Washington Metropolitan Calling Area) Final Trunks carry long distance IXC two-way traffic between an end office and an access tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour.</p>
Company Initiated Orders	Provisioning orders processed for administrative purposes and not at customer request.
Company Services	Official Verizon Lines
Completion Date	The date noted on the service order as the date that all physical work is completed as ordered.
Coordinated Cut over	A coordinated cut-over is the live manual transfer of a VZ end user to a CLEC completed with manual coordination by VZ and CLEC technicians to minimize disruptions for the end user customer. Also known as a Hot Cut. These all have fixed minimum intervals.
CPE	Customer Premises Equipment.
Cut-Over Window	<p>Amount of time from start to completion of physical cut-over of lines:</p> <p>One (1) to nine (9) lines: one (1) hour</p> <p>10 to 49 lines: two (2) hours</p> <p>50 to 99 lines: three (3) hours</p> <p>100 to 199 lines: four (4) hours</p> <p>200 plus lines: eight (8) hours</p>
DCAS	Direct Customer Access System (DCAS): The system developed initially for the North States (CT, MA, ME, NH, PA, RI and VT) for a CLEC to transact with Verizon. DCAS supports GUI and EDI transactions. Request Manager will eventually replace DCAS.
Dedicated Final Trunks Blockage:	A dedicated final trunk group does not overflow. Dedicated final trunk groups carry local traffic from a VZ Access Tandem to a CLEC switch. All dedicated final trunk groups to the CLECs are engineered at a design-blocking threshold of B.005.

Dedicated Trunks	<p>High Usage Trunks – CLEC Interconnection: carry one-way traffic from a CLEC end office to a Verizon Tandem Office or carry two-way local traffic between a Verizon end-office and a CLEC end-office. High Usage Common Trunks are designed so that traffic will overflow to final trunk groups. Local trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all Verizon geographies. These trunks are ordered by the CLEC.</p> <p>Final Trunks – CLEC Interconnection: carry one-way traffic from a CLEC end-office to a Verizon Tandem Office or carry two-way traffic between an end-office and a tandem switch. CLECs order these trunks from VZ and engineer to their desired blocking design threshold.</p> <p>High Usage Trunks – VZ to CLEC Interconnection: carry one-way local traffic from a Verizon end-office to a CLEC end-office. High Usage Common Trunks are designed so that traffic will overflow to final trunk groups. Local trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all Verizon geographies. VZ orders these trunks from CLECs.</p> <p>Final Trunks – VZ to CLEC Interconnection: carry one-way traffic from a VZ end office or a tandem switch. Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour in all Verizon geographies. VZ orders these trunks from CLECs.</p> <p>High Usage Trunks – IXC Feature Group D: carry two-way traffic between a Verizon end-office and an IXC POP. High Usage Trunks are designed so that traffic will overflow to final trunk groups. IXC trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all Verizon geographies. IXCs order these trunks from VZ.</p> <p>Final Trunks – IXC Feature Group D: carry two-way traffic between an end-office and a tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour in all Verizon geographies. IXCs order these trunks from VZ.</p>
Dispatched Orders:	An order requiring dispatch of a Verizon Field technician outside of a Verizon Central Office. Intervals differ by line size. In all areas, for orders greater than or equal to 10 lines, a facility check is required and the interval negotiated. In many, but not all areas, a facility records check (in Engineering) is also performed for orders with six (6) to nine (9) lines.
Dispatched Troubles:	Loop or Drop Wire Troubles reports found to be in drop wire or outside plant. Disposition codes 03 or 04.
Disposition Codes	The code assigned by the Field Technician upon closure of trouble. This code identifies the plant type/location in the network where the trouble was found.
DUF	Daily Usage Feed:
FOC	Firm Order Confirmation.
Front End Close-Out	A trouble report closed with the customer on the line usually within 10 minutes of receiving the trouble from the customer. These include cancellations by the customer or CLEC. Disposition Codes: 0741(RE<10), 0747, 0706(CP=291).
LIDT	Left in Dial tone Orders. These are orders used after a customer has moved out of a residence dwelling and the line has been disconnected for billing – to leave in reserve Office Equipment (OE) assigned to the cable pair in the Central Office.. Once another customer moves into the location a second order is written to remove the LIDT status to enable the customer order to process. These are not customer-requested orders.

Loop Qualification	Loop qualification is the manual step whereby it is determined if the loop facility meets or can be made to meet specifications necessary for ISDN services. It must be provided on non-loaded facilities with less than 1300 OHMs of resistance and not more than 6 kft of bridge tap.
LSR	Local Service Request
LSRC	Local Service Request Confirmation
Mechanized Flow-Through:	Orders received electronically through the ordering interface (DCAS) and requiring no manual intervention to be entered into the SOP.
Missed Appointment Codes	Verizon Missed Appointment Codes: CB = Business Office, CC = Common Cause, CE = Equipment, CF = Facility, CL = Load (lack of work forces), CS = Switching/programming, CO = Company Other Customer Missed Appointment Codes: SA = Customer Access, SR = Customer Not Ready, SO = Customer Other, SL = Customer requested later due date
Negotiated Intervals	A process whereby Verizon Pennsylvania and the CLEC discuss and come to a mutual agreement on a delivery date of requested services. This agreement should be based on customer, CLEC and Verizon Pennsylvania requirements; including but not limited to equipment, facility and work resources required for completing the requested services. Both the CLEC and Verizon Pennsylvania should be able to explain the requirements and positions for the discussion.
Network Troubles	Troubles with a disposition code of 03 (Drop Wire), 04 (Loop), or 05 (Central Office). Excludes Subsequent reports (additional customer calls while the trouble is pending), Customer Premises Equipment (CPE) troubles, troubles reported but not found on dispatch (Found OK and Test OK), and troubles closed due to customer action.
Non-Mechanized:	Orders that require some manual processing. Includes orders received electronically that are not processed directly into the legacy provisioning systems, and are manually entered by a VZ representative into the VZ Service Order Processor (SOP) system. For orders not received electronically (such as faxed or courier orders), 24 hours are added to all intervals.
No-Dispatch Troubles:	Troubles reports found to be in the Central Office, including frame wiring and translation troubles. Disposition Codes 05.
No-Dispatch Orders:	Orders completed without a dispatch outside a Verizon Central Office. Includes orders with translation changes and dispatches inside a Verizon Central Office.
Orders with ≥ 10 lines:	In some geographic areas, a facility check is completed on orders greater than five (5) lines. In all geographic areas, orders with 10 or greater lines require a facility check prior to order confirmation and due date commitment.
OSS	Operations Support Systems
Parsed CSR	The Parsed CSR transaction returns fielded Customer Service Record data to the customer when the PARSEIND field = Y on the inquiry. The parsed CSR transaction enables CLECs to populate their ordering template. This transaction is available on EDI and CORBA. The Verizon Parsed CSR transaction supports POTS accounts, it currently does not support complex accounts including ISDN and Centrex.
POTS Services	Plain Old Telephone Services (POTS) include all non-designed lines/circuits that originate at a customer's premise and terminate on an OE (switch Office Equipment). POTS include Centrex, basic ISDN and PBX trunks.
PON	Purchase Order Number: Unique purchase order provided by CLEC to VZ placed on LSRC or ASR as an identifier of a unique order.

Projects	Projects are designated by CLECs. For Trunks, any request for a new trunk group, augment for more than 384 trunks, complex (E911 or DA) or request out of the ordinary requiring special coordination, such as rearrangements is considered a project.
Reject	An order is rejected when there are omissions or errors in required information. Rejects also include queries where notification is provided to a CLEC for clarification on submitted orders. The order is considered rejected and order processing is suspended while a request is returned or queried.
<u>Request Manager</u>	<u>Request Manager (RM): The system developed for (DC, DE, MD, NJ, PA, VA,) for a CLEC to transact with Verizon. RM supports GUI and EDI transactions.</u>
Run Clock	A measure of duration time where no time is excluded. Duration time is calculated comparing the date and time that a trouble is cleared to the date and time that the trouble was reported.
Segment	Segments are parts of whole orders. [NVL SEGMENT, 0=<1] A segment is used to apportion a longer order to meet limitations of record lengths. Similar to a separate page or section on the same order.
SOP	Service Order Processor
Special Services	Any service or element involving circuit design. Any service or element with four wires. Any DS0, DS1 and DS3, no access service. Excludes trunks. IOF and EEL are separately reported for provisioning.
Stop Clock	A measure of duration time where some time is excluded. The clock is stopped when testing is occurring, VZ is awaiting carrier acceptance, or VZ is denied access.
Suspend/Restore Orders	Orders completed by VZ to suspend for non-payment or restore for payment subject to Pennsylvania PSC Collections guidelines. [SNPRES_IND.IS NOT NULL]
Test Orders	Orders processed for "fictional" CLECs for VZ to test new services, attestation of services etc. Includes the following CLEC AECN's: 'DPC', 'DPCL', 'NYNX', 'ZKPM', 'ZPSC', 'ZTKP', 'ZTPS', 'ZJIM'.
TGSR	Trunk Group Service Request. A request that CLECs submit to Verizon to request augmentation to the Verizon network to accommodate an increase in CLEC volume.
Two wire digital ISDN Loop	2-Wire unbundled digital loop (previously called 2-Wire Digital Loop) that is compatible with ISDN basic Rate service. It is capable of supporting simultaneous transmission of two (2) B channels and One (1) D channel. It must be provided on non-loaded facilities with less than 1300 OHMs of resistance and not more than 6 kft of bridge tap. This service provides a digital 2-wire enhanced channel. It is equivalent to a 2-wire loop less than 18,000 feet from the NID at the end user's premises to the main distributing frame (which is connected to the CLEC's collocation arrangement), in Verizon's Central Office where the end user is served. The 2-wire digital – ISDN BRI loop, currently offered by Verizon, is designed to support the Integrated Services Digital Network (ISDN) Basic Rate Service which operates digital signals at 160 kilobytes per second (kbps). The 2-wire digital – ISDN BRI loop is only available to the CLEC for use in conjunction with the provision of local exchange service and exchange access to its end-users.

Product identification descriptions:

Retail	Major Customer Name/Number entered on Provisioning order first four (4) characters does not contain the values "RSID" which indicates resold or "AECN" which indicates unbundled.
Resale	Major Customer Name/Number entered on Provisioning order-first four (4) characters does contain the value "RSID" the 6th through 10th indicate reseller id. RSID except test and training RSID orders Ordering: ORDER-TYPE of ORDERING-MASTER-REC = ' 1'
UNE	Major Customer Name/Number entered on provisioning order- first four (4) characters contains the values "AECN" which indicates unbundled. Characters 6 through 10 indicate the Telecommunications carrier id. Ordering: ORDER-TYPE of ORDERING-MASTER-REC = '2' or '3'
POTS - Total	Two-wire analog service with a telephone number and POTS class of service. Includes analog loop (SVGAL). Ordering: <ul style="list-style-type: none">• Service order classification of ordering master rec = 0 Provisioning: <ul style="list-style-type: none">• Pots Orders are defined as not having a circuit layout (CL_FID IS NULL) or are not for ISDN service (SCM_2 IS NULL) Maintenance: <ul style="list-style-type: none">• Class Service = 04/05/06/07/08/09/10/13/19/20/21
Complex:	Provisioning: <ul style="list-style-type: none">• ISDN Basic Rate: Secondary Service Code Modifier (SCM_2) is not blank• ISDN Primary: Service Code Modifier (SCM) begins with "IB"• 2-Wire Digital Services• 2-Wire xDSL Services

Special Services	<p>Special Services are services that require engineering design intervention. These include such services as: high capacity services (DS1 or DS3), Primary rate ISDN, 4 wire xDSL Services, digital services and private lines or foreign served services (a line physically in one exchange, served by another through a circuit).</p> <p>Ordering:</p> <ul style="list-style-type: none"> • Service order classification of ordering master rec = 1 <p>Provisioning:</p> <ul style="list-style-type: none"> • CL_FID is not NULL <p>Maintenance:</p> <ul style="list-style-type: none"> • Criteria for inclusion is Circuit format (cfmt) is 's','t','2','3' as defined by Bellcore standard, report category (rpt_cat) is "CR" indicating a Customer Reported trouble, circuit format does not indicate (fourth character of circuit id for a length of 2) "TK","IB","DI","DO" because these are considered POTS, 7th character of circuit id does not indicate official Verizon line as defined by Bellcore standard practice, trouble code (trbl_cd) is either "FAC" or "CO" indicating the trouble was found in the Facility-cable (from Central Office to customers location), or in the Central Office (the trouble was found within the Verizon Central Office), Maintenance center (MCTR) is not training or blank which excludes troubles entered for employee training purposes, Subsequent calls on the same trouble are not included in these metrics, Troubles are excluded where circuit id (ctkid character 4 for a length of 2) indicates access tariff filing.
For Trunks:	<p>For Maintenance: Criteria for inclusion is Circuit format (cfmt) is 'M' as defined by Bellcore standard, report category (rpt_cat) is "CR" indicating a Customer Reported trouble, trouble code (trbl_cd) is either "FAC" or "CO" indicating the trouble was found in the Facility-cable (from Central Office to customers location) or in the Central Office (the trouble was found within the Verizon Central Office), Maintenance Center (MCTR) is not training or blank which excludes troubles entered for employee training purposes, Subsequent calls on the same trouble are not included in these metrics.</p>